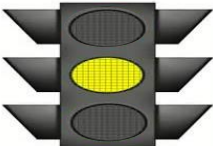
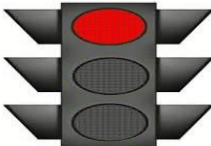


# Service Desk Answer Rate Information Technology

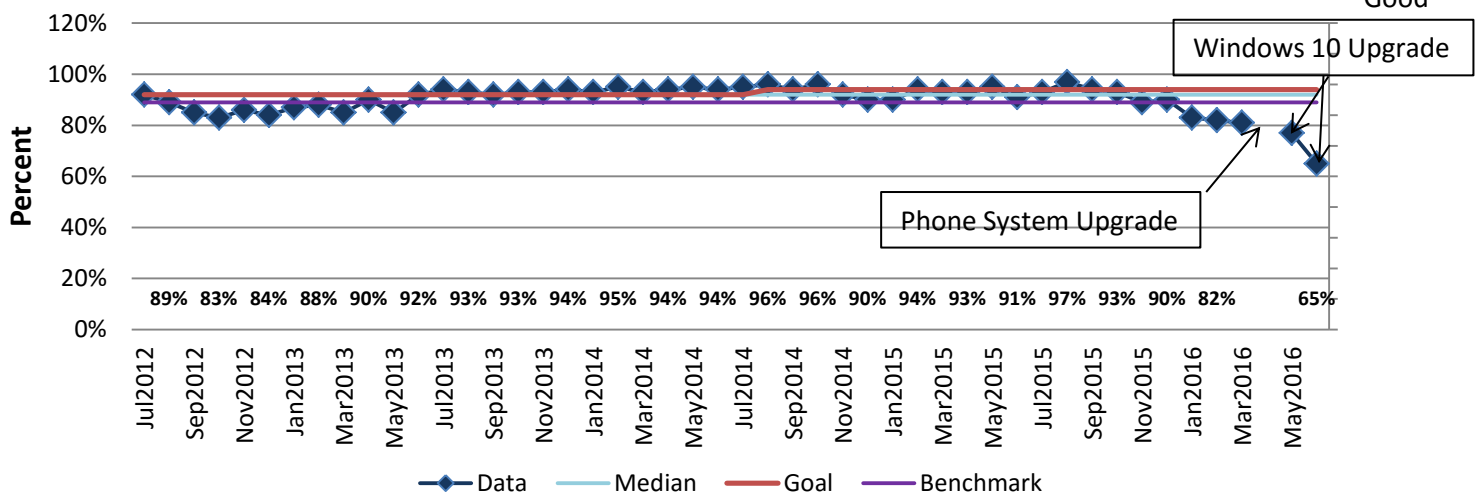


KPI Owner: Jimmy Gassler

Process: Service Operation

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 89% Answer Rate  Goal: The Service Desk should answer greater than 94% of the calls received before the user hangs up.   Benchmark: 89% Calls Answered		Data Source: SD Daily Activity Report  Goal Source: Service Desk and Management  Benchmark Source: HDI	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: Dividing the calls that enter our queue and leave before being answered by the total number of calls received.  Why Measure: To ensure availability to have service issues addressed.  Next Improvement Step: Continue on the path we are on and monitor historical data for changes in call patterns.		
How Are We Doing?					
Jul2015-Jun2016 12 Month Goal	Jul2015-Jun2016 12 Month Actual		Jun2016 Goal	Jun2016 Actual	
94%	86%		94%	65%	
Percent	Percent		Percent	Percent	

## Service Desk Answer Rate



Project Y	Potential Factors Impacting Y ("Xs")	Potential Factors Impacting Y ("Xs") Operational Definitions
Answer Call Rate	Vacation Time	Total hours of vacation used by all team members assigned
	Hours Not Worked	Total hours not worked used by all team members assigned
	Number of Team Members Assigned	Total number of team members actively assigned to service desk
	Call Volume	Total number of calls received
	Unplanned Outages	Total number of unplanned outages

The five potential factors impacting the answer call rate will be analyzed for correlation and graphed as Pareto for the Oct 2016 LouieStat Forum.